



Date: November 11, 2008

Alert Number: 0013

To: Providers, Partners, Trading Partners, Managed Care Organizations

Re: Providers May Continue to Use Previous ForwardHealth Member Identification Numbers Until Members Receive Their New Identification Cards

Providers may continue to use previous Social Security number-based ForwardHealth Member Identification numbers to submit claims, prior authorization requests, and perform enrollment verification until members receive their new identification cards with randomly assigned identification numbers.

ForwardHealth is issuing new identification cards containing newly assigned member identification numbers to all members enrolled in BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program (WCDP), or Wisconsin Well Woman Program (WWWP). As there are over 900,000 members enrolled in various ForwardHealth programs, it will take several weeks to complete the mailing process for identification cards.

Refer to Resource 0003 at www.forwardhealth.wi.gov/ for the planned member identification card issuance schedule and a map outlining the counties involved in each phase of the rollout. For more information on the member identification cards, refer to the August 2008 *ForwardHealth Update* (2008-154), titled "ForwardHealth Is Issuing New Member Identification Cards with New Member Identification Numbers" at www.forwardhealth.wi.gov/ and select the link under the "Providers" icon. Under the "Quick Links" box located on the right side at the bottom of the page, select the "ForwardHealth Updates" link.

Providers are reminded to *always* verify a member's enrollment *before* providing services, both to determine that the individual is enrolled for the current date and to determine any limitations to the member's coverage. Providers can verify enrollment using the old card and old member identification. Providers may obtain enrollment information through WiCall, ForwardHealth's Automated Voice Response system, at (800) 947-3544, or through their Portal account at www.forwardhealth.wi.gov/.

Providers are encouraged to update their records with the new member identification information as soon as the member presents it for use.

Please call Provider Services at (800) 947-9627 if you have any questions.

Informational